Summary of Improvements of Local Reference Services - FY 2001/02
(California Administrative Code Section 20155)
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. Three BALIS-wide library service committees will meet bi-monthly or quarterly to discuss service issues of mutual concern and to plan for cooperative activities, products, and workshops. Three BALIS-wide forums will meet as many as four times a year to focus discussion on service issues of mutual concern.	a. Objective met.
	b. The Reference Center will continue to be located in two locations. The primary location is in the San Jose Public Library with a branch location in the San Francisco Public Library. Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, SEARCH.	b. Objective met.
	c. The BALIS Reference Committee will explore ways, with PLS and SVLS Reference Committees, to expand reference services and resources. The BALIS Reference Committee will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee minutes. They will also invite librarians from the other systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases. Local librarians will receive SEARCH, the BALIS/SVLS/PLS newsletter, and be encouraged to contribute articles and news to it.	c. Objective met. Committee minutes were shared among the committees, and workshop flyers were distributed throughout the three systems.
	d. The Reference Committee will review, evaluate and recommend electronic information sources for the BALIS consortium.	d. Objective met. Information about reference-related Web sites was shared at the committee meeting. The electronic reference statistical form was tested four times in the year, but it was concluded that this form did not measure reference desk activity more reliably than older methods.
	e. The Reference Committee will identify staff training needs in the reference area and encourage and support staff participation in Effective Reference Performance (ERP) training.	e. Objective met. BALIS libraries' staff attended ERP sessions.

BALIS (cont'd)	f.	The Reference staff from the BALIS libraries will participate in the System Reference Center's listserv, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	f.	Objective met.
	g.	The Reference Committee will provide updated information to produce the BALIS Union List of Periodicals, 2001 edition.	g.	Objective met. The Union List of Periodicals will be issued in the Summer 2002. Updating took place in Spring 2002.
	h.	At their by-monthly meetings, the committee will schedule forum discussions to address specific topics of interest and concern to reference staff. Other expert staff may attend.	h.	Objective met. Forum discussions on Reference-related topics were scheduled during each Reference Committee Meeting.
	i.	The committee will encourage participation of individual libraries in the QandAcafe, our new virtual reference desk service.	i.	Objective met. At least 30 librarians from BALIS libraries are trained to work in the QandAcafe.

BLACK GOLD	a.	Offer one or more workshops aimed at both the professional and paraprofessional reference staff, for online reference and resources that can be used at the local level through the Internet.	a.	Objective met. On November 15, 2001, "Tips & Tricks with Familiar Services," a Gale Group Demonstration and Training was held at the Santa Barbara Public Library. Thirty-three library staff members attended one or both of the sessions. The morning session focused on the Gale Resources subscribed to by Black Gold Cooperative Library System. The afternoon session featured Gale products offered by Gold Coast Library Network to all Library of California Region VII libraries. Attendees included non-public library staff members through coordination with Gold Coast Library Network. On April 10, 2002, "Power Search 2" from Infopeople was offered at the Foster Library in Ventura. It provided library staff with greater understanding of the art of online searching and new skills for finding answers electronically. Twenty people attended.
	b.	Coordinate training with Gold Coast Library Network.	b.	Objective met. All workshops were advertised jointly with Gold Coast Library Network. GCLN also coordinated a Disaster Preparedness workshop for 25 participants including public library staff. GCLN and Black Gold worked together to make several video conferences available in Region VII.
	c.	Familiarize staff with the virtual catalog and resource sharing program provided by the Gold Coast Library Network: Cat-A-Link Gold.	c.	Objective met. During the months of December 2001 and June 2002, Black Gold co-sponsored 10 Cat-A-Link Gold training sessions for individual Black Gold libraries. Seven training sessions on Cat-A-Link Gold for individual Gold Coast Library Network non-public libraries were also held. These training sessions were for library staff members whose libraries were actively participating in the virtual catalog for Region VII of the Library of California. The GCLN Technical Librarian met with member library staff to demonstrate and train on the Cat-A-Link Gold virtual catalog. Interlibrary loan policies recognizing the virtual catalog were developed. The use of this product is building. More training for library staff member is needed and is being planned for next year.
49/99	a.	100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.	a.	Objective met. All System member public libraries referred requests.
	b.	Reference staff of five System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.	b.	Objective met. Staff from two member public libraries, and three affiliate libraries attended two separate orientation sessions at System headquarters. Topics covered included policies and procedures for referring questions to the System Reference Center and procedures for

49/99 (cont'd)		requesting and circulating Bi-Folkal kits and the status of the Library of California and Sierra Valley Library Network. In addition, System staff provided ongoing training in reference question answering and referral through responses to reference queries sent to the System Reference Center. System headquarters also made available the CORE Reference Correspondence Course and training videos on answering reference questions. System staff helped to publicize InfoPeople training sessions among member libraries. Several libraries regularly send staff to these sessions. In the past the System sponsored several InFoPeople workshops held locally and funded through local contributions. The System will look for future opportunities to provide additional InFoPeople and videoconference workshops within the region.
INLAND	a. The Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections. b. Reference staff will be available to provide instruction and encouragement to the staff of member libraries in the use of the Internet as a reference tool.	a. Objective met. The reference staff provided consultation services to member libraries. In addition, the System coordinated and presented successful training sessions. b. Objective met. The System sponsored meetings of the Children's Services Committee, Adult Readers and Information Services Committee, Automation and Technology Committees and the Literacy Committee. Six issues of the *Inland Messenger* was published and distributed to all Inland and SIRCULS libraries.
MCLS	a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS Committees. 20 issues of the *Reference Hotline* will be distributed to all MCLS & SLS libraries, all MCLS Associate Members, all System Reference Centers, and members of the LoC Board. The *Hotline* will be mounted on the MCLS Web site. The *Guide to Government Officials* will be updated and mounted on the MCLS Web site.	a. Primary objectives met. In total, the System and its committees sponsored 42 continuing education programs. Sixteen additional structured exchanges were sponsored by the System. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities. The MCLS Reference/Adult Services Committee had two structured exchanges: 1) The P's and Q's of Offering Interactive Reference Service; and 2) Census Update. The MCLS Children's Services Committee had four structured exchanges: 1) Review of the Children's Resource Directory; 2) Library Skill Instruction with Classroom Children; 3) Parent Outreach, Workshops, and Homework Help; and 4) Programs for Multicultural

MCLS (cont'd)		
		Families.
		The MCLS Audio-Visual Committee had three structured exchanges: 1) Collection Development Policies; 2) Impact of Alternatives to Videos; and 3) Cataloging Music CD's.
		The Circulation Committee has three structured exchanges: 1) ILL's and Reserves; 2) Goal Setting and Evaluations; and 3) Methods of Communication.
		The MCLS Young Adult Committee had four structured exchanges: 1) Teen Programming, part 1; 2) Teen Programming, part 2; 3) Graphics Novels and 4) Grant Programming.
		Eleven issues of the *Reference Hotline* were distributed by email to member libraries, to other System Reference Centers in the state, and to the Library of California Board. The Hotline is also mounted on the MCLS Web site.
		A revision of a 1995 SCAN publication, *Guide to Government Officials,* was updated by the MCLS Reference Center and published on the MCLS Web site, thus making it available to any library in the State. One reference aid, 2001 *Tax Packet*, was produced.
	b. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral.	b. Objective met. The Reference Center continues to encourage member libraries to use both the MCLS Web site and the Reference Center email to refer questions.
	c. MCLS will continue to provide Internet training sessions for member library staff. Two types of Internet classes will be offered by the Reference Center: a beginning class titled "Using the Internet as a Reference Tool," and a series of subject specific classes. The MCLS Reference Center conducted 40 Internet classes for member library staff during 1999/2000 and will continue to offer classes throughout FY 2000/01. The materials for the Internet classes are posted on the MCLS Web site, so that staff who are unable to attend can access the materials through the Internet.	c. Objective met. In FY 2001/02, 11 separate Wednesday Web classes were offered on 9 topics. Classes will be offered on new topics during FY 2002/03.

MOBAC	a. At least one reference workshop, the annual Hands-On, will be held in FY 2001/02, attended by at least 75 reference staff from all member libraries and school libraries in the region.	a. Objective met.
	b. The Reference Committee will schedule at least six meetings, rotating among member libraries.	b. Objective met. The committee met eight times.
	c. The MOBAC Union List of Periodicals (MOBACULP) will be updated, produced, and distributed to all MOBAC members.	c. Objective met.
	d. Reference resources and union lists will continue to be updated.	d. Objective met. The list of resources is posted on the MOBAC Intranet.
	e. The Reference committee will continue to identify and evaluate electronic resources for possible system purchase.	e. Objective met. The Reference committee reviewed several resources, and some chose to continue with the Oxford English Dictionary and some chose the new database called Learn A Test. MOBAC public libraries have also subscribed to the Gale databases including: Health Resource Center, Business Resource Center, and National News Index.
	f. MOBAC will sponsor and partially subsidize InfoPeople workshops for staff of member libraries.	f. Objective met. Three InfoPeople workshops were partially subsidized.
	g. Various MOBAC member libraries will participate in the QandAcafe, the new live, online reference service that is a project of the Golden Gateway Library Network.	g. Objective met. In addition, a demonstration was provided at a national conference by CSU Monterey Bay.
MVLS	a. The Reference Committee and System staff will develop a multi-year training plan as follows:	a. Training plan:
	1. Survey member library staff to determine training needs.	1. Objective met. MVLS library directors were surveyed by questionnaire in May 2001.
	2. Make an inventory of available local reference training and publicize it, maintaining a calendar of training events.	2. Objective met.
	3. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. In 2001/02 MVLS will provide custom-designed training events emphasizing PC technology and the use and development of Internet reference tools.	3. Objective met. Two custom-designed on-site training events were provided: HTML and OCLC First Search.

MVLS (cont'd)	4. Establish and publicize any prerequisites for workshop attendance.	4. Objective met.
	5. Evaluate completed workshops in order to refine the training plan.	5. Objective met. Participant evaluations gave a rating of 90% "excellent" or "good" to the sessions.
	6. Offer workshops free or at low cost when they can be provided with local resources, but on a cost recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring systems and with presentations of the Children's Committee is encouraged.	6. Objective met.
	7. Explore any advances in technology which might aid in the training sessions.	7. Objective met. Staff provided two custom-designed on-site training events: HTML (2 libraries), OCLC FirstSearch (2 libraries).
	b. Coordinate shared subscriptions to reference databases.	b. Objective met. The system worked with the Sierra Valley Library Network to provide subscriptions to regional newspapers on NewsBank.
	c. Gather reference Web sites for the MVLS home page.	c. Objective met.
	d. Coordinate a series of workshops covering several databases (free and fee-based) with demo and hands-on practice.	d. Objective met. Two reference Committee meetings incorporated training: FirstSearch and PubMed mini-workshops and a seven-vendor database trial day. The databases were made available to member libraries for further examination later on the MVLS Web site. MVLS also co-sponsored a Census Bureau hands-on workshop on Census 2000.
NORTH BAY	a. NBCLS staff will tailor reference training workshops to meet the specific needs of individual member libraries and present these on site as appropriate.	a. Objective met. At least 6 workshops of various subjects were held.
	b. NBCLS staff will plan at least two reference and ethnic services workshops for all members on subject areas to be determined later.	b. Objective met.
	c. NBCLS reference staff will provide one-on-one brush-up training for individual member librarians in DIALOG and other databases. This instruction will be given at System headquarters with NBCLS paying for all online charges.	c. Objective met. Although dialogue training was not requested, one individual received database training. Several database training sessions were held at library sites for specific database purchased.
	d. NBCLS staff will explore member librarians' needs for Internet training.	d. Objective met. InFoPeople workshops were held in the North Bay

NORTH BAY (cont'd)	Highlight tips on using and information about the Internet will be provided on as needed basis from NBCLS staff in the monthly newsletter.	area and close environs.
	e. Member librarians will again be invited to spend a day at the Reference Center, observing and learning about reference tools available at the host library.	e. Objective not met. No one took advantage this fiscal year.
	f. NBCLS staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.	f. Objective met through annual report to NBC.
	g. Four System-wide committees will meet quarterly, semi-annually, or annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.	g. Objective met.
	h. The following publications will be produced or revised: 1. The NORTHBAY CONNECTIONS newsletter will be published quarterly and will include information and event calendars of interest to member libraries.	h. 1. Objective partially met. Issues were published in three of the quarters.
	2. NBCLS staff will publish on the web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as needed.	2. Objective met.
	3. The following Union Lists will be considered for revision as needed: - NBCLS Directory of Reference Librarians - NBCLS Union List of Periodicals - NBCLS Union List of Depository Federal Documents - NBCLS Union List of Foreign Telephone Directories	3. Objective not met. None were revised.
	4. NBCLS staff will update the following handbooks and manuals as needed: - NBCLS Coordinated Cooperative Collection Development Handbook - NBCLS Interlibrary Loan Manual - NBCLS Reference Manual - NBCLS Directory of Member Libraries - NBCLS Staff Foreign Language Skills Resource List - NBCLS Super Search/URSA User's Manual	4. Objective met. The NBCLS Directory of Member Libraries was updated twice.

	5. Staff will explore possibility of production and distribution of the products noted above in electronic form via website and/or listserv.	5. Objective met. Work in progress but not completed this fiscal year.
NORTH STATE	a. At least one workshop will be presented by the System on reference referral and improvement of local reference service.	a. Objective met. 25 people attended "The Reference Interview: Asking all the Right Questions" workshop. 46 people attended the "Consumer Health Information" workshops in various libraries in the North State area. 19 people attended the ILL Workshop. 7 attended the URSA Workshop for Phase 1 Users and 10 attended the URSA Information Program for ILL. 30 attended the "Gale Reference Center Gold" workshops in two locations.
	b. At least 13 member library staff members will complete a C.O.R.E. Reference Correspondence Course and/or view an NSCLS distributed videocassette on "Does This Answer Your Question?," the "Difficult Question," or other library related training videos.	b. Objective met. One Butte County Library employee member completed a C.O.R.E. Reference Correspondence Course in FY 2001/02. 19 staff members viewed a variety of Library Education videos.
PENINSULA	a. There will be opportunity for professional and para-professional staff members to attend the Effective Reference Performance training which was developed by Transform Inc. The Reference Committee will work with their neighboring systems to determine the dates for this training. It is one of the goals of the Council-adopted local library reference standards to have all staff, who work on the reference desk, be trained in the Effective Reference Performance model reference behaviors. Refresher sessions in ERP Model Reference Behaviors are also planned for all librarians working on the live, online reference service, the QandAcafe.	a. Objective met. Additionally, there were four "Model Reference Behaviors in a Virtual Reference Environment" workshops presented.
	b. The Reference Committee will work with other Bay Area service providers to refine the universal reference statistical form which will more accurately measure the new and diverse types of reference tools and resources that are part of the reference librarian's toolkit.	b. Objective met. The statistical form was tested throughout the year, and it was determined that it was no better in measuring reference activity than previous forms.
	c. The Reference Committee will meet bi-monthly, January, March, May, July, September, November to exchange information, recommend acquisitions, discuss shared problems & promote reference cooperation.	c. Objective met.
	d. The directory of local service resources called Inforama (recycling centers, clubs, appraisers, etc.) which is available both online & in print will be updated on a regular basis & expanded to include resources in	d. Objective met.

PENINSULA (cont'd)		other area counties. This file is now accessible through the WWW on the PLS Homepage, www.plsinfo.org.	
	e.	The Reference Committee will evaluate & select a limited number of appropriate reference sources for System reference purchases. These will be housed in individual libraries and in the System Reference Center for purposes of experimentation & collection augmentation. Access to subscriptions to selected online services will also be provided through System subscriptions. In addition to a standard periodical database, there are also current subscription to StatUSA from the U.S. Department of Commerce and the RAND California database. Demonstration of use will be provided.	e. Objective met. The Rand California and StatUSA databases were purchased with reference funds.
	f.	Members of the reference committee will work with members of the PLS Internet Committee to identify, list, and describe local area Web sites using the Librarians' Index to the Internet as a model. The database that is being developed will be called "Our Town," and it will reside on the PLS Web site, www.plsinfo.org.	f. Objective met. "Our Town" is now part of the PLS Web site.
	g.	The Reference Committee will continue to work with the PLS Catalog Standards Committee to make the catalog more accessible to the public.	g. Objective met. Changes are made as necessary.
	h.	The System Reference Center and the Reference Committee will develop a program for system-wide web-based reference request and referral.	h. Objective met. QandAcafe has gone "live" in all PLS libraries, and use increases each month.
	i.	Staff of the System Reference Center will continue to participate as one of the pilot members of the Library of Congress' Collaborative Digital Reference Service project, which is developing a means to answer patron inquiries worldwide using a 24/7 international model.	i. Objective met. Questions are being referred to and received from the CDRS project.
SJVLS	a.	Staff of local libraries will receive training in reference tools and methods to enable them to answer the public's questions and quickly and be able to refer questions effectively when necessary.	a. Objective met. The Correspondence Course was taken by 7 staff. 16 were trained in Effective Reference Performance. In addition, training was provided under the service agreement with the Heartland Regional Library Network, including 2 sessions on FirstSearch attended by 46 people and orientation to the services provided by SJVLS attended by 73 people.
	b.	Local collections will be improved so patrons can receive answers at their local libraries without need to refer them.	b. Objective met. The SJVLS Web site provides links to tools developed to aid local libraries Web-based access to materials from the vertical files of SJVLS.
	c.	Local library staff members' knowledge of area resources will be developed so they can effectively use local resources to answer questions from patrons, and so they can accurately refer patrons to the best resources to answer the patrons' needs.	c. Objectives met. News & Clues has begun a new feature highlighting area resources, including a special issue on government documents collections in the region. The SJVLS Web site also now hosts the periodicals list of the Fresno area medical libraries and includes a link

SJVLS (cont'd)		to the Heartland Virtual Catalog.
	d. System resources will be used to help develop and test innovative reference approaches that can be used in local libraries.	d. Objective met. Discussion was begun in Reference Committee on provision of chat-based reference.
	e. User evaluations of answers received at member libraries will judge that the answers they are given meet their needs 90% or more of the time.	e. Objective met.
SANTIAGO	a. SLS will contract with MCLS for interlibrary reference, with MCLS performance to be monitored by the SLS Reference Committee and System staff.	a. Objective met.
	b. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 20 staff (professional and non-professional) and classes on online reference resources: - The workshop will be developed by SLS Reference Committee. - Classes on online reference will be conducted by MCLS Reference staff as part of contracted services. - SLS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library and other library related workshops.	b. Objective met. The Reference Committee sponsored "Training Day: In Search of Everyday Leaders" and 24 staff attended. SLS staff attended many of the twenty-two classes on online reference conducted by MCLS Reference staff as part of contracted services. SLS staff attended MCLS and tri-system workshops as well as PLA and CLA with system support.
	c. The SLS Reference Committee will meet 6 times per year to discuss topics of current interest in SLS libraries. The SLS Reference Committee and SLS member libraries will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible.	c. Objective met. The System and staff committee sponsored five continuing education programs at their staff meetings where information on a variety of current topics was shared. Working with two other CLSA systems, SLS sponsored two tri-system workshops, "Getting the Most Bang for Your Reference Buck" and "Access for Everyone: ADA and Library Services." Working with MCLS, SLS sponsored a workshop funded by LSTA Young Adults Programs Grant "POP! The Language and Opportunity of Youth Development."
SERRA	a. System staff will sponsor at least two workshops on some aspect of reference service for local library employees. Research Center staff will present at least two sessions of a workshop promoting reference services and explaining procedures. Other training opportunities on basic reference and online searching skills will be scheduled as needed.	a. Objective met. The Serra Reference Committee sponsored, and the Serra staff coordinated, four sessions of a workshop on Census 2000. A total of 68 staff members attended. The Reference Committee co-sponsored two workshops on "The Law at Your Library," presented by San Diego County Public Law Library and funded by a System Advisory Board Grant. A total of 28 people attended the two law workshops.
	b. System staff will compile & distribute at least twelve issues of the System's publication "Answers" to provide access to local information & will maintain a ready reference file for on-call questions. "Answers" will be available in print and electronically on the Internet.	b. Objective met. Twelve issues of the publication "Answers" was distributed to over 115 locations. Staff maintained a ready reference file for on-call questions.

SERRA (cont'd)	c. Staff will be available five days per week to provide consultation on local libraries' questions.	c. Objective met.
	d. The Union List of Newspapers in libraries—public, academic and special—in Serra's service area will be made available as part of the Tierra del Sol Network's Union List of Periodicals.	d. Objective met. An expanded Union List of Newspapers was produced as a project of the Tierra del Sol Regional Library Network, along with a Union List of Periodicals for the entire region. Both are printouts of the California Union List of Serials database and will be distributed in the late summer of 2001.
	e. Effective Reference Performance Workshops on basic Reference will be made available to libraries in San Diego and Imperial Counties by the Tierra del Sol Library Network.	e. Objective met. A half-day version of the CORE Basic Resources Workshop was taught at Imperial County Library's Holtville Branch, attended by 22 people. Three complete series of the three-day Effective Reference Performance workshops were presented at San Diego County Library Headquarters. A total of 21 people attended. The Tierra del Sol Library Network also sponsored a series in El Centro for 18 people.
	f. Serra will help provide a minimum of a Fall and Spring workshop for the Reference Committee. A session of Census 2000 will be presented in the Fall of 2001. Book repair and customer service are also being planned.	f. Objective met. See a. and e. above. In addition, Serra offered opportunities for staff development. Advanced Book Repair Workshop was taught by staff from UCSD. Various groups were updated on the status of Serra and the Library of California. The Ethnic Services Committee's annual Non-English Language Book Fair featured 14 vendors and was attended by 80 librarians and teachers. Serra participated in a disaster response network for libraries in San Diego and Imperial Counties. (SILDRN). Serra coordinated with the Reference Committee to develop and distribute a basic collection of books and videos on smoking and health. Serra hosted two events for the Library of California Board and members of the library community. First was a guided tour of four libraries: San Diego Public Central Library, SPAWAR defense contractor's special library, the new state of the art library at National University, and the suburban Scripps Ranch Branch Library. Serra also arranged and hosted a reception at Scripps Ranch Library for the LoC Board attended by 45 guests. The Public Relations Committee sponsored a Booth at the annual Del Mar Fair visited by more than 5,000 people. Also under the Public Relations Committee, Serra began distribution of a monthly electronic newsletter edited by Joanna Jones. It is distributed via email to 35-40 people.
	g. Serra's Reference Center will establish a home page on Serra's Web site to distribute information on resources, training opportunities and other news of interest. Member libraries will have the ability to transmit reference requests and receive answers electronically.	g. Objective met. The Tierra del Sol Network's Web site has a reference request form for member libraries to use. The Serra Research Center and Inland Reference Center are working together as Tierra del Sol South, Research Center and North, Reference Center. At least 80% of questions are submitted electronically.

SILICON VALLEY	a. All of the children's coordinators will attend a retreat and will be working on the third part of a three-year plan to develop area-wide minimum standards for Children's Services. In FY 2001, the overlap between children's and teen services was covered. This year the focus will be on collections and ongoing collection development, including the challenges and techniques of maintaining an excellent and varied collection of hard copy materials and changes in collection development due to the increase in accessible virtual information.	a. Objective met. The retreat on the articulation between children's and YA services was held. Attendees included children's committee members, public YA librarians, middle and high school librarians and a representative from PLS.
	b. Based on need, develop and/or update union lists/reference tools and, where appropriate, do this in cooperation with the reference committee of another cooperative system.	b. Objective met. The committee selected the union list of online databases to be updated. The work has begun and is expected to be completed in the Summer of 2002.
	c. Four issues of the SVLS System newsletter, <u>SEARCH</u>, will be produced & distributed to staff of member libraries. The newsletter will include member library contributions of news articles pertaining to new reference sources, local library resources, & local library activities of interest to the other member libraries. The newsletter will also contain articles supplied by the PLS, BALIS and MOBAC member libraries thus extending the range & dimensions of the newsletter articles.	c. Objective met.
	d. The minutes of the meetings of the PLS and BALIS Reference Committees will be distributed to the SVLS Reference Committee with the aim of sharing information about all libraries in the three Systems. Minutes are now shared on e-mail listservs and will be moved to internal Intranets in FY 2001/2002. The Multicultural Committees SVLS and PLS will work together as a joint committee for a mutually supportive working relationship and mission.	d. Objective met.
	e. There will be at least 2 Effective Reference Performance training session held in FY 2001/02 and the Reference Committee will continue to encourage and support the use of "model reference behaviors" by all trained staff.	e. Objective met.
	f. Santa Clara County clubs and organizations will continue to be added to the Inforama Directory which covers San Mateo and Santa Clara counties.	f. Objective met.
	g. The committee will offer staff training, encourage use, and solicit suggestions for revising Librarycat.org, the SVLS shared library catalog.	g. Objective met. The committee coordinated a system-wide promotion of Librarycat.org during National Library Week in April.
	h. The development of the Linked Catalogs project, which will allow Silicon Valley libraries to access each others catalogs using Z39.50 technology, will provide enhanced access to each others collections. There are now five System libraries with catalogs of SVLSNet.	h. Objective met.
	i. The Reference staffs from the SVLS libraries will participate in the	i. Objective met.

SILICON VALLEY (cont'd)	System Reference Center's listserv, which will be used for sharing problems/solutions and information among SVLS/PLS/BALIS member libraries. Started in late FY 1998/99, the Reference listserv has become an important part of communication throughout the systems. j. Member library staff will be active participants in the QandAcafe, the new live online reference service which utilizes the Internet to bring a reference librarian's expertise to patrons in an online environment.	 j. Objective met. Over 120 librarians have been trained to answer questions for QandAcafe.
SOUTH STATE	a. Reference service will be provided by contracting for interlibrary reference. b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be explored. c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased. d. Reports on reference service activities will be prepared for member libraries on a quarterly basis.	a. Objective met. Interlibrary reference was provided by a contract with the MCLS Reference Center. b. Objective met. South State created, hosted or co-sponsored 5 workshops during the year. Workshops organized by South Stare were Access for Everyone: ADA and Library Services and Getting the Most BANG for Your Reference Buck. Evaluations by attendees at the workshops were very positive. c. Objective met. Different digital products were considered for enhancing member library reference. Additional blocks of OCLC First Search, searches, subscription to Newsbanks' LA Times Collection, digitization of historical resources, and microfilming of local newspapers were purchased. d. Objective met. Quarterly reports on reference question answering were prepared and distributed in a timely fashion. These reports recorded the number of reference questions handled, turn around time, and time actually required to answer them.

Doc. 3909